

STEPS IN RESOLVING CONFLICTS WITH ADULTS

1. Approach calmly.

Calm yourself, mentally acknowledging your own feelings.

Prepare yourself to listen.

Use a calm voice and gentle body language.

2. Acknowledge adult's feelings.

"Your look really upset" "I can see you have very strong feelings about . . ."



3. Exchange information

Take turns describing the details of the problem situation and your specific needs.

Use "I" statements rather than "you" statements.

Listen attentively as the other person speaks. Remember, this is a dialogue, not a debate.

4. Look at the problem from the child's viewpoint.

"What is the child showing or telling us through actions or words about . . . ?":

"How do our adult needs relate to the child's needs?"

5. Restate the problem.

"So the problem is . . .?"

6. Generate ideas for solutions, and choose one together.

"What can we do to solve this problem?"

Together, brainstorm to come up with ideas for solutions

Select an idea and co-design a strategy to try.

7. Be prepared to follow-up the problem.

Take turns describing how the strategy is working.

If necessary, make adjustment together or return to step 6.